

MONROE COUNTY

JOB DESCRIPTION

Position Title: SR SPECIALIST CUSTOMER SERVICE		Date: 04/07/03
Position Level: 8	FLSA Status: NONEXEMPT	Class Code: 8-20

GENERAL DESCRIPTION

The primary function of this position is to maintain the Residential Solid Waste (garbage) roll for the current and upcoming year, verify payments for commercial disposal fees from the franchise haulers, determine amounts for payment of residential collection fees to the franchise haulers.

KEY RESPONSIBILITIES

1. *Complete certification of the Solid Waste roll and insure delivery to the Tax Collector by specified date.
2. Process payments for current and delinquent assessments; update receivables list; make deposits and prepare daily summary sheet for the Finance Department. Prepare satisfaction of lien as needed.
3. Update computer for upcoming year based on issuance of certificate of occupancy.
4. *Verify payments from franchise haulers for commercial disposal.
5. *Prepare monthly payments to haulers for residential collection.
6. Prepare work orders and forward to field inspectors, make necessary changes to roll based on results of inspections. Notify Tax Collector's office or Property Appraiser's office when necessary.
7. Assist public with inquiries regarding billing and/or services and with resolving disputes; complete written requests for information regarding delinquent assessments.
8. *Maintain 1984 special assessments "due to customer" and process credits or refunds of same; determine the amount due attorney for this judgement.
9. *Administer the Waste Works computer system; monitor scale house activity at the three transfer stations.

* Indicates an "essential" job function.

The information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

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KEY JOB REQUIREMENTS	
<i>Education:</i>	Vocational or technical school required
<i>Experience:</i>	3 to 5 years
<i>Impact of Actions:</i>	Makes recommendations or decisions which usually affect the assigned department, but may at times affect operations, services, individuals, or activities of others outside of the assigned department.
<i>Complexity:</i>	Analytic: Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies, and/or precedents used in combination. Frequently, the application of multiple, technical activities is employed; therefore, analytical ability and inductive thinking are required. Problem solving involves identification and analysis of diverse issues.
<i>Decision Making:</i>	Analytic: Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.
<i>Communication with Others:</i>	Requires regular internal and external contacts to carry out programs and to explain specialized matters. Occasionally requires contact with officials at higher levels on matters requiring cooperation, explanation and persuasion, as well as with the public involving the enforcement of regulations, policies and procedures.
<i>Managerial Skills:</i>	Responsible for orienting and training others, and assigning and reviewing their work. May also be responsible for acting in a "lead" or "senior" capacity over other positions performing essentially the same work, or related technical tasks and reporting to a higher level on a formal basis.
<i>Working Conditions/Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.
<i>On Call Requirements:</i>	None
<i>Other:</i>	Must be proficient with computers and various software applications.

APPROVALS		
<i>Department Head:</i>		
Name: _____	Signature: _____	Date: _____
<i>Division Director:</i>		
Name: _____	Signature: _____	Date: _____
<i>County Administrator:</i>		
Name: _____	Signature: _____	Date: _____

On this date I have received a copy of my job description relating to my employment with Monroe County.

Name: _____ Signature: _____ Date: _____

